

COMMISSIONER JERRY PATTERSON'S
and
CHIEF CLERK LARRY LAINE'S

STANDARDS OF CONDUCT

for Employees of the Texas General Land Office

BE PROFESSIONAL AT ALL TIMES. SET THE EXAMPLE.

Be on time, reachable and dependable. Respond promptly to inquiries, both internal and external.

BE COURTEOUS AT ALL TIMES.

Show courtesy to the legislature, other state agencies, the public and your customers, both outside the agency and your co-workers.

TAKE RESPONSIBILITY FOR SUCCESS.

Employees at all levels should be willing to take on any task, no matter how small, to help accomplish our mission.

BE FORTHRIGHT ABOUT CHALLENGES, ISSUES AND SOLUTIONS.

Make known any activity that does not live up to the expectations of the Commissioner or the agency. When asked for facts, give them without opinion, when asked for opinions, support them with fact.

ALL EMPLOYEES MUST RESPECT THE CHAIN OF COMMAND.

Our organization and its ability to accomplish our mission is only as strong as the trust and mutual respect between employees and management and vice versa.

PRACTICE GOOD COMMUNICATION.

Be a better listener than a talker. Avoid gossip, rumor, and negative comments. Use communication to contribute, rather than criticize.

BE PREPARED TO INNOVATE AND IMPROVE.

If you are not improving as an employee, we are not improving as an agency. Don't just solve a problem once. Make sure it never becomes a problem again.

ENSURE THAT EACH ACTION UPHOLDS THE HIGHEST ETHICAL STANDARD.

Behave with honesty, integrity and a commitment to maintain the public trust every day.

★ REMEMBER OUR MISSION ★

“The Texas General Land Office serves the schoolchildren, veterans, and all people of Texas by preserving their history, protecting their environment, expanding economic opportunity, and maximizing state revenue through innovative administration and prudent stewardship of state lands and resources.”


COMMISSIONER JERRY PATTERSON
CHIEF CLERK LARRY LAINE